

From: Magellan Healthcare
Subject: Magellan Quarterly Peak newsletter – Fall 2026 edition

Quarterly Peak introduction

The Magellan *Quarterly Peak* is your go-to resource for the latest updates, insights, and opportunities related to the Idaho Behavioral Health Plan (IBHP). In each issue, you'll find important provider updates, highlights, upcoming trainings, events, and key resources to support your work in delivering quality behavioral healthcare. Stay informed and connected, because together, we're making a difference for Idahoans in need. Thank you for being a valued provider!

Quality Corner: Meet Magellan's new quality manager

Get to know the experts working behind the scenes to drive quality improvement across Idaho's behavioral health system. In this edition of the Quality Corner, we're spotlighting Jennifer Pritchard, MA, LCPC, LPCC, Magellan's new quality manager, whose clinical expertise and data-driven approach help strengthen care quality and member outcomes. Learn more about Jennifer's background, her work supporting quality initiatives and the experience she brings to the Magellan team.

Read more

What makes Wraparound truly different

The 10 Principles of Wraparound are more than a framework. They are the foundation of a family-driven, strengths-based approach that helps youth and families achieve meaningful outcomes. This month, we highlight the final three principles: Individualized, Outcome Based, and Persistence. Learn how tailoring plans to each family's unique needs, focusing on measurable goals and staying committed through challenges help make Wraparound effective and impactful.

Read more

Understanding the proper use of Magellan's AUD form

Protecting member privacy while ensuring timely access to information is a shared responsibility. This article provides important guidance on the appropriate use of Magellan's Authorization to Use and Disclose Protected Health Information (AUD) Form, including when the form is required, common submission errors and best practices for submitting AUD forms through Magellan's outcomes and assessments system (P-CIS). Review key reminders to help prevent processing delays, maintain compliance, and ensure efficient information sharing when authorized by members.

Read more

Magellan welcomes new Idaho team members

Magellan is pleased to introduce Alexis Luper, youth intensive care coordination manager, and Maggie Bolon, senior provider relations representative. Alexis brings valuable experience in Idaho's behavioral health and Medicaid systems, along with a strong commitment to collaboration and strengthening support for youth, families, and communities across the state, particularly in rural areas. Maggie brings a background in behavioral health, provider engagement, and training, as well as experience with the Idaho Department of Health and Welfare and Magellan's provider network initiatives. Together, they are focused on building strong partnerships, enhancing access to services, and supporting positive outcomes for Idaho members and families.

Read more

Resources in the Lobby: Connecting families to community support

Magellan's *Resources in the Lobby* program connects youth, families, and visitors at Cottonwood Creek Behavioral Hospital with valuable community resources during youth visiting hours on the first Wednesday of each month. The program is staffed by a Magellan Family Support Navigator. This is a Certified Family Support Specialist with lived experience and specialized training to help families navigate support systems.

In its first year, *Resources in the Lobby* facilitated 114 resource connections, helping families access information, services, and support in their communities.

Expand your knowledge, join an upcoming training

Magellan offers a wide variety of trainings for IBHP providers. See our upcoming training list below. For more information and to view the complete list, visit our Training Events page on MagellanofIdaho.com.

Topic Covered	Date	Time
Outcomes and assessment system overview	Tuesday, Nov. 3, 2026	12-1 p.m. MT, 11 a.m.-12 p.m. PT
Claims inquiries system overview	Thursday, Nov. 5, 2026	12-1 p.m. MT, 11 a.m.-12 p.m. PT
Claims submission overview	Tuesday, Nov. 10, 2026	12-1 p.m. MT, 11 a.m.-12 p.m. PT
Authorization system overview	Thursday, Nov. 12, 2026	12-1 p.m. MT, 11 a.m.-12 p.m. PT

Meet Account Executive Mallory Kotze

In this edition of the Quarterly Peak, we feature Mallory Kotze, account executive for the IBHP. Get to know Mallory as she shares insights about her role, her hobbies, and what inspires her. Keep reading to learn more!

Read more

Check out the e-blast archive!

Missed an important update? Magellan's e-blast archive is available on our website, providing easy access to past communications, key updates, and important provider resources. Visit MagellanofIdaho.com to stay informed and ensure you never miss critical information.

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- Magellan updates

There is something for everyone!

Questions?

Contact Magellan at IdahoProvider@MagellanHealth.com.